



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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July 15, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – GUIDING LIGHT
HOME FOR BOYS – SITE I AND SITE II GROUP HOMES**

We have completed a review of Site I and Site II Group Homes (Group Home or Agency) operated by Guiding Light Home for Boys. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

Site I and Site II Group Homes are each six-bed facilities, which provide care for boys ages 14-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Site I Group Home was providing services for five Probation children and Site II Group Home was providing services for two Probation children.

Both Group Homes are located in Riverside County.

Scope of Review

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, employee records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address several deficient areas. For example, both Group Homes need to repair and clean several areas throughout, assess all children within 30 days of placement and encourage and assist the children in creating and maintaining photo albums/life books. In addition, both Group Homes need to maintain current and comprehensive Needs and Service Plans that include input from all members of the treatment team, including the children, and maintain adequate documentation to show that the children are receiving treatment services.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:sj

Attachment

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Raul Diaz, President, Guiding Light Home for Boys
Candace Hache, Executive Director, Guiding Light Home for Boys
Public Information Office
Audit Committee

**Guiding Light Home for Boys
Site I Group Home
Moreno Valley, California 92553
License Number: 336403549
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Site I Group Home is located in a residential community. The exterior of the Group Home is adequately maintained and the front and back yards are landscaped. However, there is motor oil on the driveway.

The interior of the Group Home is adequately maintained, there is adequate furniture and lighting in the Group Home, and the Group Home provides a home-like environment. However, the sofas in the family room are damaged, the kitchen stove and microwave are dirty, the refrigerator shelves are broken, and the shower in bathroom two is dirty.

Children's bedrooms are well maintained and the rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space and the window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and the children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Guiding Light Home for Boys management:

- a. Remove the motor oil on the driveway.**
- b. Repair the damaged sofas in the family room.**
- c. Clean the kitchen stove and microwave.**
- d. Repair the shelves in the refrigerator.**

- e. Clean the shower in bathroom two.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The children meet the Group Home’s population criteria as outlined in their Program Statement. However, the Group Home needs to ensure they comply with their County contract. Specifically:

- The children are not assessed for needed services within 30 days of placement.
- All members of the treatment team, including the children, are not included in the development and implementation of the Needs and Services Plans (NSPs).
- The NSPs are not current, comprehensive, and do not include short or long term goals.
- Case files do not reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Guiding Light Home for Boys management:

- a. Assess the children for needed services within 30 days of placement.**
- b. Include the treatment team with input from the child in the development and implementation of the Needs and Services Plans.**
- c. Maintain current Needs and Services Plans for the children.**
- d. Develop comprehensive Needs and Services Plans that include short and long term goals.**
- e. Maintain documentation to show that children are receiving treatment services.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school, are provided with educational support and resources to meet their educational needs and are progressing satisfactorily. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

None.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

Recommendation

None.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. The children are aware of their right to refuse medication.

Recommendation

None.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home’s policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors and attend religious services of their choice.

The discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Children are satisfied with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

None.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes and the clothing provided is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance and the children spend their allowances as they choose. The Group Home also provides

children with adequate personal care items. However, the children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 3. Guiding Light Home for Boys management encourage and assist children in creating and maintaining photo albums/life books.**

VIII. Personnel Background Checks

Method of assessment – Review of relevant documents

Sample Size: Four

Comments:

The Group Home has obtained the required criminal and child abuse clearances for their employees.

Recommendation

None.

**Guiding Light Home for Boys
Site II Group Home
Moreno Valley, California 92553
License Number: 336423724
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Site II Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, there is motor oil on the driveway and a pipe protruding from the patio floor.

The interior of the Group Home is well maintained and provides a home-like environment. The common quarters are neat and clean and there is adequate furniture and lighting in the Group Home. However, the kitchen cupboards are dirty, a kitchen counter tile is broken, and the bathtub in bathroom one is dirty.

Children's bedrooms are well maintained and the rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space and the window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and the children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Guiding Light Home for Boys management:

- a. Remove the motor oil on the driveway.**
- b. Remove or cover the pipes protruding from the patio floor.**
- c. Clean the cupboards in the kitchen.**
- d. Repair the broken kitchen counter tile.**

- e. Clean the bathtub in bathroom one.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The children meet the Group Home’s population criteria as outlined in their Program Statement. However, the Group Home needs to ensure they comply with their County contract. Specifically:

- The children are not assessed for needed services within 30 days of placement.
- All members of the treatment team, including the children, are not included in the development and implementation of the Needs and Services Plans (NSPs).
- The NSPs are not current, comprehensive, and do not include short or long term goals.
- Case files do not reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Guiding Light Home for Boys management:

- a. Assess the children for needed services within 30 days of placement.
- b. Include the treatment team with input from the child in the development and implementation of the Needs and Services Plans.
- c. Maintain current Needs and Services Plans for the children.
- d. Develop comprehensive Needs and Services Plans that include short and long term goals.
- e. Maintain documentation to show that children are receiving treatment services.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school, are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help and survival skills. Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

None.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

Recommendation

None.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency’s management, there are currently no children taking psychotropic medications. The children are aware of their right to refuse medication.

Recommendation

None.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors and attend religious services of their choice.

The discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Children are satisfied with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

None.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes and the clothing provided is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance and the children spend their allowances as they choose. The Group Home also provides

children with adequate personal care items. However, the children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 3. Guiding Light Home for Boys management encourage and assist children in creating and maintaining photo albums/life books.**

VIII. Personnel Background Checks

Method of assessment – Review of relevant documents

Sample Size: Four

Comments:

The Group Home has obtained the required criminal and child abuse clearances for their employees.

Recommendation

None.

Guiding Light Home for Boys

Site #1 Group Home
24618 Ormista Dr.
Moreno Valley, Ca. 92553
License Number: 336403549/Level 10
Bus: (951) 485-0423 Dir: (951) 906-1424
Fax: (951) 485-9164

Corrective Action Plan
Sheila Jefferson, CSA 1
Fax: (213) 305-1454
County of Los Angeles Department of Auditor Controller
Children's Group Home Ombudsman Division

May 12, 2009

1. Facility and Environment

- (a) **Recommendations** *Remove the motor oil in the driveway*
Status: (implemented) Handy man treated driveway to remove motor oil. Staff is parking vehicles they own that leaks oil on the street.
Plan to prevent reoccurrence- Management and handy man has a facility checklist to go over physical plant weekly to ensure build up of oil doesn't occur.
Person Responsible for COP: Administration/Management
- (b) **Recommendations** *Repair the ripped sofas in the family room*
Status: (implemented) sofas were repaired
Plan to prevent reoccurrence- Physical plant is monitored daily with on-going groups with clients to ensure future damage to property doesn't occur.
Person Responsible for COP: Administration/Management
- (c) **Recommendations** *Clean the kitchen stove and microwave* **Status:** (implemented) stove and microwave was cleaned thoroughly, management is going behind clients daily to make sure it's cleaned correctly.
Plan to prevent reoccurrence- Physical plant is monitored daily by management on daily chores to ensure that clients are properly cleaning kitchen area.
Person Responsible for COP: Administration/Management

(d) Recommendations *Repair the shelves in the refrigerator* Status: **(implemented)**
shelves repaired
Plan to prevent reoccurrence- Physical plant is monitored daily by management on daily chores to ensure that everything is intact and not damaged.
Person Responsible for COP: Administration/Management

(e) Recommendations *Clean the shower in bathroom two* Status: **(implemented)**
bathroom was cleaned thoroughly, management is going behind clients daily to make sure bathrooms are cleaned correctly.
Plan to prevent reoccurrence- Physical plant is monitored daily by management on daily chores to ensure that everything is cleaned properly in the bathrooms.
Person Responsible for COP: Administration/Management.

2. 11. Program Services

A. Recommendation (A). Develop Comprehensive Needs and Service Plan for all clients Status: **(implemented)** Guiding Light Home for Boys has tracked down the new format expectation for doing Needs and Service Plans and has forward it to the therapist/Social Worker so they can have the correct format when developing this plan which will be completed within 30 days of placement.
Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.
Person Responsible for COP: Administration/Management

B. Included in the treatment plan there will be all input from client in the development and implementation of this Needs and Service Plan **(implemented)**.
Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.
Person Responsible for COP: Administration/Management

- C. Needs and Service Plan will be maintained completed thereafter every quarter for the clients **(implemented)**.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management

- D. In the development of the Needs and Service Plan it will include both short and long term goals for the clients **(implemented)**.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management

- E. In the Needs and Service Plan, there will be maintained documentation showing that clients are receiving their treatment services **(implemented)**.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management.

V11. Clothing Allowance

Recommendations Guiding Light administration/management will encourage and assist clients in creating and maintaining photo albums/life books. Status: **(Implemented)** Upon intake of all clients, they will receive a blank album book which will be provided for their "Life Books" and they will be able to utilize this book for their memories and special occasions during their placement at Guiding Light Home for Boys.

Plan to prevent reoccurrence- Monthly when clients are going on special outings, a throw away camera will be purchased so that special moments can be captured on clients so that this can assist in creating their life-books.

Person Responsible for COP: Administration/Management

x Caroline Hoche

Guiding Light Home for Boys

Site #2 Group Home
25123 Middlebrook Way
Moreno Valley, Ca. 92553
License Number: 336423724/Level 10
Bus: (951) 485-0423 Dir: (951) 906-1424
Fax: (951) 485-9164

Corrective Action Plan
Sheila Jefferson, CSA 1
County of Los Angeles Department of Auditor Controller
Children's Group Home Ombudsman Division

May 12, 2009

1. Facility and Environment

A **Recommendations** *Remove the motor oil in the driveway Status: (implemented)* Handy man treated driveway to remove motor oil. Staff is parking vehicles they own that leaks oil on the street.

Plan to prevent reoccurrence- Management and handy man has a facility checklist to go over physical plant weekly to ensure build up of oil doesn't occur.

Person Responsible for COP: Administration/Management

B **Recommendations** *Remove the cover pipes protruding from the patio floor Status: (implemented)* Handy man removed pipes from the patio floor

Plan to prevent reoccurrence- Management and handy man has a facility checklist to go over physical plant weekly to ensure there are no pipes protruding from patio floor.

Person Responsible for COP: Administration/Management

C **Recommendations** *Clean the cupboards in the kitchen Status: (implemented)* cupboards was cleaned thoroughly in the kitchen, management is going behind clients daily to make sure kitchen and cupboards are cleaned correctly.

Plan to prevent reoccurrence- Physical plant is monitored daily by management on daily chores to ensure that everything is cleaned properly in the kitchen.

Person Responsible for COP: Administration/Management.

D Recommendations *Repair the broken tile on the kitchen counter* Status: (implemented) Tile piece was removed and replaced on the kitchen counter to ensure that tiles was repaired correctly.

Plan to prevent reoccurrence- Physical plant is monitored daily by management on daily chores and repairs needed to ensure that everything is intact and not damaged.

Person Responsible for COP: Administration/Management

E Recommendations *Clean the bathtub in bathroom one* Status: (implemented) bathroom was cleaned thoroughly, management is going behind clients daily to make sure bathroom is cleaned correctly.

Plan to prevent reoccurrence- Physical plant is monitored daily by management on daily chores to ensure that everything is cleaned properly in the bathrooms.

Person Responsible for COP: Administration/Management.

3. 11. Program Services

A. Recommendation (A), Develop Comprehensive Needs and Service Plan for all clients Status: (implemented) Guiding Light Home for Boys has tracked down the new format expectation for doing Needs and Service Plans and has forward it to the therapist/Social Worker so they can have the correct format when developing this plan which will be completed within 30 days of placement.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management

B. Included in the treatment plan there will be all input from client in the development and implementation of this Needs and Service Plan (implemented).

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management

- C. Needs and Service Plan will be maintained completed thereafter every quarter for the clients **(implemented)**.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management

- D. In the development of the Needs and Service Plan it will include both short and long term goals for the clients **(implemented)**.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management

- E. In the Needs and Service Plan, there will be maintained documentation showing that clients are receiving their treatment services **(implemented)**.

Plan to prevent reoccurrence-Administration has spoke to therapist and explained in detail and retrieved samples of the new expectations required by the county for needs and service plans, copies were e-mailed for new format of the Needs and Service Plan for clarity and understanding . Therapist has full understanding of new format required by receiving the e-mailed template with the information required on the expectations to meet the full requirements.

Person Responsible for COP: Administration/Management.

V11. Clothing Allowance

Recommendations Guiding Light administration/management will encourage and assist clients in creating and maintaining photo albums/life books. Status: **(Implemented)** Upon intake of all clients, they will receive a blank album book which will be provided for their "Life Books" and they will be able to utilize this book for their memories and special occasions during their placement at Guiding Light Home for Boys.

Plan to prevent reoccurrence- Monthly when clients are going on special outings, a throw away camera will be purchased so that special moments can be captured on clients so that this can assist in creating their life-books.

Person Responsible for COP: Administration/Management

x Constance A. [Signature]